

Mohammed Ahmed Mandor  
E-Mail : [mandorizm@yahoo.com](mailto:mandorizm@yahoo.com)  
Mobile No. : 00971 507340018



### Objective :-

Seeking employment that allows me to grow professionally, while being able to utilize my skills for the betterment of the organization with the best use of my dedication, determination and resourcefulness to gain experience by being in keeping touch with the experts of the top management and gaining a challenging position throughout your dynamic organization.

### Qualifications :-

- 1 University Degree : license of languages and Translation French & English deb.
- 2 Grade : good.
- 3 Graduation Year : 2004.
- 4 I have completed (initial /intermediate / advanced) passenger fares and ticketing course at commercial, financial and administration training center at Egypt Air Co.
- 5 Diploma in IATA Amadeus system at Amadeus CO. Egypt.
- 6 Course in Selling & Marketing skills at Micros Fidelio Opera in DUBAI & GERMANY.

### Spoken Languages :-

Arabic – English – French (fluent writing and speaking).

### Competencies & Computer Skills :-

Windows – Microsoft Office – Opera V4,5– Fidelio Suite8, Calm, Tact, Can work under stress, Self-Confident, Motivated and Self-Management, Presentation & Negotiation Skills, Meeting Sales Goals, Results Focus & Initiative, Closing Deals, Accurate & a problem solver, Exceptional success in establishing rapport with clients and Strive for growth in Business field and Catch of opportunities to open new business channels. Team Leadership & Management skills.

### Experience :-

« 15 years of practical experience in the field of Sales & Marketing – Hospitality Industry »

- Director of Sales & Marketing – Jewar El Saqefa Hotel - Al Madina Al Munawara.
- Director of Sales & Marketing – Ashaad Hotels Group - KSA.
- Sales and Marketing Consultant-Hospitality Systems at Saudico Electronic Systems (MICROS-FIDELIO OPERA) KSA.
- Sales & Marketing Executive at Masar Al – Moheet Co. in KSA.
- Sales Account Consultant at ELAF travel agency in KSA.
- Key Account Manager at October 6 University in Egypt.
- Sales &Tour leader at Blue sky (Thomas cook) travel Co. in Egypt.

### Current job:-

- Executive Director – Hra'a Tabah Hotels Management - Al Madina Al Munawara.

### Current Job Description:

- Ensure achievement of financial strength, stability and increased profitability of the Service Department and make the necessary recommendations for further improvement.
- Produce annual sales, cost of sales and expenditure budgets.
- Report on the operating budget and expenditure and ensure costs are contained within approved budget levels.
- Establish professional service policies and procedures and ensure that all service related staffs adhere to procedures.
- Manage technician's time by establishing and maintaining methods of tracing productivity, efficiency, work quality, and monitor on a continuous basis.
- Develop after sales solutions, design more effective services, present customers with incentives by offering different service packages.
- Ensure that the service team is properly supported on the complete product line and has all the necessary tools, equipment and vehicles to meet customer satisfaction levels.
- Recruits necessary service staff and oversees their training requirements.
- Promote strong relations with customers; make personal presentations to customers and potential customers and/or assist salespersons with presentations.
- Monitor results of the Customer Satisfaction Index and implement process strategies to continually improve customer satisfaction ratings, also develop a customer record and follow-up system.
- Investigate complaints in respect of quality, delivery or services and take necessary corrective/preventive actions.

### Personal Data :-

- |   |                |              |
|---|----------------|--------------|
| 1 | Date of Birth  | : 20/8/1980. |
| 2 | Nationality    | : Egyptian.  |
| 3 | Marital Status | : Married.   |

Sincerely,  
*Mohammed Mandor*

All references will be submitted upon request.